

**North Carolina General Assembly  
Building and Maintenance Section  
Continuation Review Report  
March, 2012**

## 1. Executive Summary

Effective July 1, 1973, the Legislative Services Commission voted to hire in-house staff to take care of the building maintenance needs of the NC General Assembly. The staff included a Facilities Maintenance Manager, a Building Engineer, and 9 Housekeepers. Prior to July 1, 1973, staff from the Department of Administration's Facility Management Division (under the direction of the Governor) provided building maintenance services for the Legislative Building. With the NCGA having its own staff, it eliminated the need to call the Governor for services.

Over time the NCGA grew to include many more staff and offices through the renovation in the Legislative Building itself, and eventually, the addition of the Legislative Office Building which more than doubled the square footage housing the NCGA and its staff. The NCGA now occupies 430,000 square feet. As the campus grew, so did the need to staff the buildings appropriately.

Currently there are 26 permanent full time staff assigned to the Building Maintenance Section which include: one (1) Facilities Maintenance Manager, two (2) Building Engineers, one (1) Facility Maintenance Clerk, one (1) Landscape Gardener, and twenty-three (23) Housekeepers (6 work first shift & 17 work second shift). In addition, there are 2 temporary Mail Clerks (only one works during the interim), 3 Telephone Operators (work only during session), and 2 temporary second shift Housekeepers who are filling in for vacant positions.

For the housekeeping staff, the second shift staffing levels and responsibilities were established using the Association of Physical Plant Administrators (APPA) guidelines. Refer to pages 6-7 for additional information. Second shift housekeeping duties including cleaning all hard surfaces and carpets, emptying trash/recycling, cleaning restroom, and other duties as assigned. First shift housekeepers perform a different function than second shift housekeepers: First shift duties include setting up meeting rooms/providing coffee and water services; office moving/furniture rearranging, assisting with setting up and breaking down exhibits, recycling pick up, general cleaning duties and other duties as assigned. For additional information about their duties, please refer to pages 5-7.

The total budget for the Building and Maintenance Section for the 2011-2012 fiscal year is \$2,697,804:

Section	Approx. % of Total Budget
Housekeeping Section	42%
Facilities Manager Section	41.2%
Maintenance Section	10%
Post Office	3.2%
Landscaping	2.6%
Telephone Operators	1%

More detailed budget information is in Appendix #1, pages 14-16.

There are many reasons why on-staff employees are beneficial. Security of Members and staff is a concern. Our employees go through a back-ground check before they are hired; however, contract employees may not go through that kind of check. Plus with contract employees, Members and staff may not see the same person cleaning their office every day as they do with on-staff employees which could cause an individual to feel less comfortable with the person being in their office. Confidentiality is a big concern. Non-legislative employees may have access to highly sensitive/confidential paperwork on desks or in work areas in the Legislative & Legislative Office Buildings. Employees at the NCGA are subject to the ethics law which insures that confidentiality is maintained. Accountability is also a concern. Much if not all of the time, the contract supervisor will not be on site; therefore, issues that arise will not be resolved until the next business day which could create concerns.

Outsourcing housekeeping duties at the NCGA has been revisited every year since 2001 and bids have been requested. However, limited savings would be realized. More specific information is on page 11.

In comparison, the Department of Administration hires contractors to provide cleaning services to a large number of State government agencies in the downtown complex. However, sensitive areas with confidential materials such as the Capital, Revenue, Labor, and Archives and History Buildings are cleaned by permanent and/or temporary employees hired by the Department of Administration Facility Management Division.

The other staff assigned to the NCGA Building Maintenance (building engineers, landscape gardener, mail clerks, facility maintenance clerk) are essential in order to maintain the needs of the Legislators, staff, and visitors of the Legislative and Legislative Office Buildings.

Maintaining the funding appropriated to the Building Maintenance area of the NC General Assembly will ensure that the above needs are met.

## **2. Current Environment (S.L. 2011-145,6.7 (c),Subsections 1-4)**

### **Mission**

To provide and facilitate a safe, clean, comfortable working environment for the Members, staff, and visitors of the NCGA. The mission, goals, and objectives of the Building Services Section of the NC General Assembly are non-statutory.

### **Program Activities**

1. Maintain the building systems for optimum performance.
2. Monitor outside vendors to assure compliance with codes and completion of work.
3. Perform cleaning of offices, conference rooms, and all public areas at a frequency necessary to maintain a level of standards set forth by the NCGA.
4. Maintain the interior and exterior plants and gardens as well as the grounds of the NCGA.
5. Receive and deliver mail in accordance with the U.S. Postal Services guidelines in a timely and accurate manner.
6. Answer telephone calls in a friendly manner and direct the calls appropriately.

### **Resource allocation**

	<b>Actual FY 2010-2011</b>	<b>Budget FY 2011-2012</b>
<b><u>Facilities Manager Section</u></b>		
<b>Total Personnel Cost</b>	\$146,429.31	\$146,558.00
<b>Non-Personnel Cost</b>	\$1,217,545.21	\$965,165.00
<b>Total Cost</b>	\$1,363,974.52	\$1,111,723.00
<b><u>Maintenance Section</u></b>		
<b>Personnel Cost</b>	\$176,228.58	\$168,788.00
<b>Non-Personnel Cost</b>	\$183,000.39	\$84,628.00
<b>Total Cost</b>	\$359,228.97	\$253,416.00
<b><u>Housekeeping</u></b>		
<b>Personnel Cost</b>	\$1,037,162.55	\$1,035,602.00
<b>Non-Personnel Cost</b>	\$109,315.37	\$104,033.00
<b>Total Cost</b>	\$1,146,477.92	\$1,139,635.00
<b><u>Landscaping</u></b>		
<b>Personnel Cost</b>	\$70,226.70	\$69,820.00
<b>Non-Personnel Cost</b>	\$3,834.29	\$3,687.00
<b>Total Cost</b>	\$74,060.99	\$73,507.00
<b><u>Post Office</u></b>		
<b>Personnel Cost</b>	\$74,412.21	\$80,479.00
<b>Non-Personnel Cost</b>	\$5,359.68	\$5,540.00
<b>Total Cost</b>	\$79,771.89	\$86,019.00
<b><u>Telephone Operators</u></b>		
<b>Personnel Cost</b>	\$35,598.13	\$33,504.00
<b>Total Cost</b>	\$35,598.13	\$33,504.00
<b><u>Grand Total Building &amp; Maintenance</u></b>	<b>\$3,059,112.42</b>	<b>\$2,697,804.00</b>

See Appendix #1 for further Resource Allocation details (pages 14-16).

### 3. Program Performance (S.L. 2011-145, 6.7 (c)(5))

#### Housekeeping

Most of the housekeeping staff were in temporary positions in 2004. There were eleven (11) temporary employees on second shift and two (2) temporary employees on first shift. Because the temporary staff had been employed for a number of years, it was realized that the staff was necessary; therefore, effective January 1, 2004, the temporary housekeeping positions were converted to permanent positions. Note: For the fiscal year 2011-2012, due to attrition three (3) housekeeping positions have been eliminated. Effective July 1, 2012, an additional position will be reduced by 40%.

The second shift staffing levels and responsibilities were established using the Association of Physical Plant Administrators (APPA) guidelines. According to the APPA, there is a direct correlation between the available amount of resources and the appearance of the facility. These guidelines break down the areas to be maintained by surface types to be cleaned, room usage, furnishings involved, and the amount of area that can be effectively maintained, in a working shift consisting of 420 cleaning minutes per employee. According to the APPA, there are five levels of cleanliness.

Level of Cleanliness	Appearance	Cleaning Requirements	Staffing Needs (approximated)
1	Orderly Spotlessness (for instance, hospital facilities)	<ul style="list-style-type: none"><li>Floors/baseboards shine; there is no buildup in corners.</li><li>All surfaces have freshly cleaned/polished appearance.</li><li>Washroom fixtures &amp; tile gleam &amp; are odor free.</li><li>Trash containers are clean, odor free, &amp; hold only daily waste.</li></ul>	<ul style="list-style-type: none"><li>To clean at this level, we would need to triple our housekeeping staff. No increase in staff would be needed for the floor crew.</li></ul>
2	Ordinary Tidiness (for instance, executive offices)  (The Chambers are cleaned at this level.)	<ul style="list-style-type: none"><li>Floors &amp; base moldings shine and there is no buildup in corners; however, there can be up to 2 days of dust, dirt, etc.</li><li>All surfaces are clean but dust, etc., are noticeable upon close observation.</li><li>Washroom fixtures &amp; tile gleam and are odor free.</li><li>Trash containers are clean, odor free &amp; hold only daily waste.</li></ul>	<ul style="list-style-type: none"><li>To clean at this level, we would need to double our housekeeping staff. No increase in staff would be needed for the floor crew.</li></ul>
3	Casual Inattention (used by the NCGA and outside contractors)	<ul style="list-style-type: none"><li>Floors are swept or vacuumed clean, but upon close observation there can be stains; a buildup of dirt in corners/along walls can be seen.</li><li>There are dull spots/matted carpet in walking lanes &amp; streaks/splashes on base molding</li><li>All surfaces have obvious dust, dirt, fingerprints.</li><li>Trash containers are clean, odor free, &amp; hold only daily waste.</li></ul>	<ul style="list-style-type: none"><li>Current number of staff sufficient to clean at this level.</li></ul>
4	Moderate Dinginess	<ul style="list-style-type: none"><li>Floors are swept or vacuumed clean but are dull, dingy, and stained; and a noticeable buildup of dirt in corners/along walls.</li><li>There is a dull path and obviously</li></ul>	<ul style="list-style-type: none"><li>We would need three quarters (3/4) of our staff at this level.</li></ul>

		matted carpet in walking lanes; base molding is dull and dingy with streaks. <ul style="list-style-type: none"> <li>• All surfaces have conspicuous dust, dirt, etc.</li> <li>• Trash containers have old trash and smell.</li> </ul>	
5	Unkempt Neglect	<ul style="list-style-type: none"> <li>• Floors and carpets are dull, dirty, dingy and matted and there is a conspicuous buildup of old dirt in corners/along walls. Base molding is dirty, stained and stains, dirt, dust balls and trash are broadcast.</li> <li>• All surfaces have major accumulations of dust, dirt, etc., all of which are difficult to remove.</li> <li>• Trash containers overflow and smell.</li> </ul>	<ul style="list-style-type: none"> <li>• We would need half (1/2) of our staff at this level.</li> </ul>

Based on the square footage to be cleaned and the number of housekeeping staff, Level 3 is the level of cleanliness used at the NC General Assembly. These standards are more applicable to second shift housekeeping staff since first shift employees have differing responsibilities.

The regular duties of the housekeeping staff and the frequency that these duties are performed is listed below:

Housekeeping Regular Duties	Frequency performed	
	Daily	Weekly
Empty waste baskets and recycling Containers	X	
Dust		X
Clean water fountains	X	
Spot clean desk tops		X
Dust blinds		X
Dustmop hard surface floors	X	
Vacuum traffic lanes	X	
Spot clean spills	X	
Clean all fixtures in restrooms	X	
Clean glass and mirrors	X	
Empty all containers and disposals, insert liners	X	
Spot clean walls, doors, and partitions	X	
Refill all restroom supplies	X	
Sweep and mop restroom floors	X	

An example of duties requested of housekeeping staff over and above their regular job duties within a six month timeframe (January – June, 2011) is listed below:

<b>Additional Job Duty Requests (beyond daily duty)</b>	<b>Number of Times Requested</b>
Replace bathroom supplies	34
Coffee/water/ice needed	66
Clean/wax floors in offices, clean up spills, etc.	124
Empty recycling	78
Drapery cleaning	11
Remove/spray for insects, set traps/remove mice, etc.	18
Assist with personal item deliveries, defrost refrigerators, etc.	63
Move/rearrange furniture	97

These extra duties take up a large amount of time and would be duties over and above those performed by a contractor. Whereas these duties are taken care of shortly after requested by the current housekeeping staff, contracting staff would not be advised of these needs until the following night. Additional duties would be additional costs.

Note: Even though the time period listed was during session, there are approximately the same number of additional job duty requests during the interim.

The Legislative Building uses a team cleaning approach. Certain employees have the responsibility of cleaning restrooms, some empty trash and recycling, and the floor crew cleans the hard surfaces and carpets. One employee is assigned housekeeping duties for the offices occupied by Leadership and their staff.

The Legislative Office Building uses a more standard practice. Each employee is assigned to a specific floor to handle all cleaning needs on that floor except for the floors. There is one employee that cleans the hard surface floors for the LOB.

First shift housekeeping staff perform a different function although some general cleaning duties are also expected. First shift is responsible for setting up coffee and water service for all meetings and in areas that receive daily coffee and water service. They are also responsible for spills, restroom stocking and spot cleaning, window cleaning, recycling pick up from within the buildings, exterior fountains, and other duties as needed. This group also handles the brunt of the office moving, furniture rearranging, and moving assistance for personal items of members and staff. They also assist in the set up and break down of the many exhibits and functions that take place year round at the buildings in lobbies and courtyards. There are 17 employees on second shift (3:00 p.m. – 11:00 p.m. and 6 employees on first shift (7:00 a.m. – 3:00 p.m.). This includes a supervisor for each shift. Both supervisors are working supervisors.

### **Building Engineers**

The NCGA Building Engineers have a wide area of responsibility. There are currently two Building Engineers. The engineers are on call 24 hours per day 7 days per week. The general work schedule for these positions are Monday – Friday from 8:00 a.m. – 5:00 p.m. and they rotate being on call to handle after-hour building/occupant needs. The NCGA requires one to be a licensed electrician and the other to be a licensed HVAC/Plumber. Note: Originally, there were three (3) engineers; however, on July 1, 2011, one position was abolished due to budget constraints. (The position was vacant due to a retirement.)

The engineers are responsible for all working systems in both the Legislative Building (LB) and the Legislative Office Building (LOB). There are 50 individual HVAC systems in the LB and LOB, which require filter changes, belt changes, electric motor maintenance, as well as monitoring each for mold and or other buildup that could be a health hazard for the building occupants. There are 52 restrooms in both buildings containing standard toilet fixtures, sinks, towel dispensers, and exhaust systems that must be maintained. There are 2 snack bars, and a full service cafeteria, which contain numerous ice machines, walk in coolers, freezers, stoves, ovens, steamers, dish washing equipment, and flat grills that require repair and maintenance. They are responsible for the interior and exterior lighting for the LB and LOB and the electrical systems in both buildings; the operation and maintenance of the irrigation system and cistern operation; and the maintenance and operation of the solar hot water system in the LOB. Both buildings operate hot water systems and the heat for both buildings is derived from a central steam system. Maintenance and operation of steam converters, condensate pumps, and steam powered water heaters is required of both engineers. Cooling is derived from a central cooling loop that requires constant monitoring and adjustment to maintain the desired temperatures in both buildings. Operation of the chill water pumps and meters must be maintained. The building engineers make all changes to the Chamber voting boards and maintain the microphones and general maintenance of the sound systems in the Chambers and committee rooms. There are 2 exterior fountains and 4 interior fountains that require pump maintenance and cleaning. Other duties that fall under the Building Engineers are hanging pictures/plaques, repairing furniture, repairing small appliances, repairing locks, repairing and installing carpet, and painting.

Note: Several of the job responsibilities listed above require the engineer to climb 5 feet or higher on a ladder in order to perform the task (i.e., HVAC work in the parking lot ceiling of the LB, changing light bulbs, etc.). When performing these duties, OSHA guidelines require for safety purposes that someone hold the ladder below. Therefore, it would be impossible for one engineer to perform these tasks without assistance.

An example of duties requested of building engineer staff over and above their regular job duties within a six month timeframe (January – June, 2011) is listed below:

<b>Additional Job Duty Requests</b>	<b>Number of Times Requested</b>
<b>Electrical problems</b>	<b>75</b>
<b>Hot/Cold (temperature adjustments)</b>	<b>206</b>
<b>Lights (changing light bulbs/tubes)</b>	<b>152</b>
<b>Furniture repair</b>	<b>98</b>
<b>Hanging pictures</b>	<b>475</b>
<b>Repair wall clocks</b>	<b>45</b>
<b>Door/Lock problems</b>	<b>96</b>
<b>Plumbing problems</b>	<b>78</b>
<b>Carpet repair</b>	<b>21</b>

Note: Even though the time period listed was during session, there are approximately the same number of additional job duty requests during the interim.



### **Landscape Gardener**

The Landscape Gardener is responsible for the watering, fertilizing, planting, pruning, pest control, and mulching of all grounds, beds, and planters in, on, and surrounding the Legislative and Legislative Office Buildings. The position works from 8:00 a.m. – 5:00 p.m. Monday – Friday and works some weekends and evenings as necessary.

The Legislative Building third floor exterior includes roof gardens that are open to the public and consist of flowering trees, azaleas, grasses and day lilies. There are also individual planters that border the gardens and continuous evergreen planters that run around the perimeter of the roof. The first floor exterior includes six, 20' by 20' planters, 22 dogwood trees in individual planters and a continuous planter of evergreens around the perimeter of the building. There are also six individual planters located at the entrances to the building that consist of seasonal flowering plantings. The ground level consists of a continuous planter of evergreens that run around the perimeter of the building, four corner gardens, and two gardens at the north entrances to the building. The grounds include trees that are historical and date back to the time when houses occupied the existing Legislative Building site. The interior of the Legislative Building is filled with planters on 8 courtyards. Special requests for custom arrangements for official Legislative functions, containers for the lobbies of both buildings, as well as annual decorating of the buildings for Christmas are also performed by the Landscape Gardener.

The Legislative Office Building including the pedestrian bridge that connects the two buildings includes 8 large container gardens that are planted with seasonal flowering plants. There are planters on either side of the bridge that contain evergreens that run continuously on either side. The street level has planters at the entrance as well as an atrium that is planted with evergreens. The operation of the irrigation system, which is connected to the building cistern, is necessary for the watering of the grounds and exterior plants. This requires constant monitoring of sprinkler lines and heads, timers, and monitoring of the water level in the cistern. The trees that are on the grounds require yearly pruning and fertilization. The supervision of outside contractors doing this work is the responsibility of this position. The individual planters on the grounds and in the buildings are changed out on a regular basis. The design and arrangement of these are the responsibility of this position. The evergreens that surround the Legislative Building on two levels need yearly pruning to maintain their health and desired shape and the Landscape Gardener performs this task. The interior plantings require constant hand watering and care. Diseased plants are removed and replaced. Rehabilitation of some of these has been possible.

Holiday decoration of the Legislative Building and Legislative Office Building consists of three 10 ft. Christmas trees, 125 poinsettias, 6 five foot wreaths, garland on two 15ft. chandeliers and in the lobbies. All Holiday decorating is done with a different theme each year, reusing decorations that have been stored and cared for over the years.

### **Mail Room Clerks**

The NCGA maintains a mail room in the LB and the LOB which houses the individual mailboxes for members and divisions located in each building. Both mail clerks work full time during session; however, during the interim, only one mail clerk works.

Both mailrooms are equipped with postage meters, scales, and postage stamps, as well as UPS, Fed EX, and Priority Mail supplies. The equipment is maintained and operated by the mail clerks. The mail clerks are required to be knowledgeable of US Postal regulations and requirements as well as shipping requirements for the other vendors used by the NCGA; and, must be able to assist and explain these regulations to the members and staff. The clerks are responsible for delivering, sorting, and distributing the mail and for assisting members and staff in utilizing the most efficient and cost effective method of mail and document delivery. Inspecting the incoming mail for suspicious or otherwise flagged items is also a requirement of the mail clerks.

#### **Facilities Maintenance Clerk**

This position works Monday – Friday from 8:00 a.m. – 5:00 p.m. The main function of this position is to serve as the point of contact for all housekeeping and maintenance requests and forwarding the requests to the appropriate personnel for resolution. The position logs in the requests including the date and time of the request and to whom it was assigned. This position also serves as a point of contact for outside vendors making deliveries to the LOB. Position serves as a back-up to the mailroom clerks and assists members, staff, and other customers with postage, and shipping using UPS, FedEx, and Priority Mail.

#### **Telephone Operators**

These employees operate the main NCGA switchboard during the Legislative session. They do not work during the interim. There are a total of 3 positions; two are on duty at any one shift and one serves as a back-up. The operators receive and route all calls coming into the main line of the NCGA while Session is convened. Lobbyists utilize the same office as the telephone operators. The operators assist the lobbyists with sending and receiving faxes, making phone calls, and using computers.

### **4. Link Between Funding/Resources and Statewide/Societal Impact**

All of the employees of the Building Maintenance Section assist with the accomplishment of the goals of the NC General Assembly. The housekeepers and engineers provide a healthy and safe environment for Legislators, employees, and guests of the NC General Assembly; the telephone operators provide North Carolina citizens access to government; the gardener provides a very inviting place for visitors to visit; etc. Maintaining the current funding would ensure that required services are continued.

### **5. Program Justification (S.L. 2011-145,6.7(c)(7))**

The consequences of reducing or eliminating funding could be reduced or insufficient services provided to Members, staff, and guests of the NC General Assembly.

The operations of the NC General Assembly are not on a regular schedule. The long and short sessions sometime go throughout the night and are sometimes held during holidays and weekends. There are also special sessions called, at times, throughout the year and numerous committee meetings throughout the year. There are special groups that utilize the Legislative Building not just during regular business but sometimes at night, on weekends, and during holidays. Because of these unpredictable work schedules, it is difficult to plan in advance the specific housekeeping and building maintenance needs of the legislative complex. Nevertheless, in order to ensure that the best services are provided for the least cost, outsourcing housekeeping duties at the NCGA has been revisited every year since 2001. The last bid request was done in April of 2009. The lowest bid received in April of 2009 was Service Master of Wake County. The contract provided daily office cleaning, office trash and recycling removal, restroom cleaning, spot cleaning hard services, and vacuuming carpeted areas. The House and Senate chambers and galleries were not included. Full carpet cleaning, hard surface floor maintenance, buffing floors, and window cleaning were to be charged at an extra cost based on need. The NCGA would provide all paper supplies, hand soap, and can liners. The quote was \$19,124.00 per month for office and restroom cleaning. Entering into this contract would replace the work done by eleven (11) of the seventeen (17) NCGA second shift housekeepers and would be a savings of \$12,073.41 per month. The cost for cleaning the hard surface floors would be an additional cost of \$12,625 per month and would eliminate 4 additional staff. By adding this cost, there would be a limited savings realized. Due to the sporadic schedule of the NC General Assembly, Service Master of Wake County would not commit to a price for services such as cleaning galleries, chambers, snack bar, auditorium, stairwells, etc. The more services requested of the contractor, the greater the cost. The fewer the services requested, the less amount it will cost.

If the seventeen (17) second shift employees were reduced by eleven (11), there would be six (6) second shift employees remaining. They would be needed to clean the House and Senate Chambers and galleries, clean the carpet and maintain the hard surface floors as well as assist members and staff with special requests, moving furniture, moving personal belongings, providing coffee/water/ ice for ongoing meetings, etc. The NC General Assembly first shift employees would have the responsibility of cleaning conference rooms that were occupied during the time the contract cleaners were working as well as all of the other duties required of the first shift employees.

The other staff assigned to the NCGA Building Maintenance are essential in order to maintain the needs of the Legislators, staff, and visitors of the Legislative and Legislative Office Buildings. The building engineers ensure that all working systems are operational for both buildings (i.e., 50 individual HVAC systems, 52 restrooms, 2 snack bars and a full-service cafeteria, electrical systems, 2 exterior and 4 interior fountains, hot water systems and chill water pumps that heat and cool the buildings, etc. Also, OSHA guidelines require two (2) employees to work together for several tasks performed by the engineers for safety reasons.); the landscape gardener maintains the landscaping in and around the NCGA complex and beautifies the buildings; the mail clerks ensure that mail is delivered and picked up according to postal standards; the "session" telephone operators ensure that the thousands of telephone calls received are politely answered and directed appropriately; the facilities

maintenance clerk ensures that all work orders are directed to the appropriate staff person so that prompt service can be provided and serves as back-up to the mail room.

Maintaining the funding appropriated to the Building Maintenance area of the NC General Assembly will ensure that all of the above needs are met.

**6. Recommendations to Improve Efficiency and Effectiveness (S.L. 2011-145,6.7(c) Subsection 6 and 8)**

Team cleaning is used by outside contractors. The team cleaning approach works well in the Legislative Building but does not work well in the Legislative Office Building. The Legislative Building has four (4) floors with many open court yards with terrazzo flooring, an auditorium, a cafeteria, a snack bar, as well as individual offices. Considering the number of housekeeping staff versus the amount of floor space to be cleaned, bathrooms to be cleaned, trash to be emptied, brass doors and banisters to be polished, etc., housekeepers are assigned a specific task (i.e., empty all trash on specific floors or cleaning terrazzo floors in a specific area, etc.) and the housekeeper completes that task every day (Monday-Friday). This approach is the “team cleaning” approach. Unlike the Legislative Building, the Legislative Office Building is six (6) floors of mostly individual office space, conference rooms, bathrooms, and one snack bar. A Housekeeper is assigned a floor and that Housekeeper takes care of all of the cleaning needs for their floor. Periodically, work assignments are re-evaluated and adjusted based on specific cleaning needs and to better utilize the available staff. Employee assignments are adjusted temporarily when other employees are absent from work so that all cleaning needs are met. To ensure that all work is completed, supervisors closely monitor the progress.

The work of outside contractors is reviewed constantly in order to ensure that expectations are being met.

**7. External Factors (S.L. 2011-145,6.7(c) Subsections 9-10)**

There are many reasons why on-staff employees are beneficial. Security of Members and staff is a concern. Our employees go through a back-ground check before they are hired; however, contract employees may not go through that kind of check. Members and staff may not see the same person cleaning their office every day as they do with on-staff employees which could cause an individual to feel less comfortable with the person being in their office. Confidentiality is a big concern. Non-legislative employees may have access to highly sensitive/confidential paperwork on desks or in work areas in the Legislative & Legislative Office Buildings. Employees at the NCGA are subject to the ethics law which insures that confidentiality is maintained. Accountability is also a concern. Much if not all of the time, the contract supervisor will not be on site; therefore, issues that arise will not be resolved until the next business day.

In comparison, the Department of Administration hires contractors to provide cleaning services to a large number of agencies in the downtown complex. However, sensitive areas with confidential materials such as the Capital, Revenue, Labor, Archives and History Buildings are cleaned by permanent and/or temporary employees hired by the Department.

As mentioned earlier, the Legislative Services Commission in 1973 made the decision and approved to hire NCGA staff to take care of the building and maintenance needs of the NCGA versus utilizing the staff from the Department of Administration. Organizationally, the NC General Assembly is under the legislative branch of government whereas the Department of Administration is under the Governor's Office.

## **Addendum #1**

### **Resource allocation**

**N.C. General Assembly  
Building & Maintenance Section  
Resource Allocation**

	<b>Actual FY 2010-2011</b>	<b>Budget FY 2011-2012</b>
<b><u>Facilities Manager Section</u></b>		
Salaries (Facilities Mgr. & Clerk)	\$104,210.98	\$104,211.00
Longevity Pay	\$10,597.89	\$11,480.00
Employer Paid FICA	\$9,081.80	\$8,850.00
Employer Paid Retirement	\$14,097.00	\$12,159.00
Employer Paid Health Insurance	\$8,441.64	\$9,858.00
<b>Total Personnel Cost</b>	<b>\$146,429.31</b>	<b>\$146,558.00</b>
Minor Building Repairs	\$101,060.89	\$57,020.00
Furniture - Office	\$2,037.00	\$0.00
Recycle Services	\$45,036.46	\$9,600.00
Energy Service - Electricity	\$371,020.96	\$382,000.00
Energy Service - Chilled Water	\$330,646.00	\$112,766.00
Energy Service - Water & Sewer	\$22,218.70	\$16,500.00
Energy Service Agreement (NCGA portion of cooling tower cost paid to DOA)	\$138,273.76	\$143,000.00
Steam	\$207,117.19	\$244,092.00
Telephone Service (pager)	\$134.25	\$187.00
<b>Non-Personnel Cost</b>	<b>\$1,217,545.21</b>	<b>\$965,165.00</b>
<b>Total Cost in this budget subhead</b>	<b>\$1,363,974.52</b>	<b>\$1,111,723.00</b>
<b><u>Maintenance Section</u></b>		
Salaries (2 Building Engineers) (As of January 1, 2010, the Building Engineer positions were reduced from 3 positions to 2 positions with a savings of approx. \$60,000)	\$104,142.96	\$104,143.00
Overtime Pay(some of the work that the Engineers do cannot be done while the building is occupied. One example: when HVAC filters, belts, etc. are installed the units can only be turned off when the buildings are unoccupied.)	\$20,362.80	\$22,000.00
Call Back Pay (called back after hours for emergency situations that cannot wait until the next day)	\$9,644.51	\$6,000.00
Longevity Pay	\$5,458.47	\$6,664.00
Employer Paid FICA	\$11,036.11	\$8,477.00
Employer Paid Retirement	\$17,142.09	\$11,646.00
Employer Paid Health Insurance	\$8,441.64	\$9,858.00
<b>Personnel Cost</b>	<b>\$176,228.58</b>	<b>\$168,788.00</b>

Laundry Service Agreement (for Building drapes)	\$490.00	\$300.00
Pest Control Agreement (for buildings)	\$3,619.00	\$4,000.00
Lawns & Grounds Service Agreements (grass seeding, tree trimming, etc.)		\$9,300.00
Miscellaneous Contractual Services (bathroom deodorizing, window cleaning, etc.)	\$85,290.14	\$13,920.00
Maintenance Agreement (inspection agreements for elevator, boiler, generator, fire alarms, etc.)	\$74,580.01	\$38,065.00
Telephone Service (pagers)	\$268.50	\$376.00
Cellular Phone Service	\$576.17	\$767.00
Postage	\$46.09	\$0.00
Registration Fees (for Engineer certification)	\$542.21	\$0.00
Other Employee Training (required training)	\$0.00	\$100.00
General Office Supplies	\$1,810.94	\$1,800.00
Carpentry & Hardware (electrical, plumbing, etc., supplies)	\$14,692.46	\$15,000.00
Uniforms	\$1,084.87	\$1,000.00
<b>Non-Personnel Cost</b>	<b>\$183,000.39</b>	<b>\$84,628.00</b>
<b>Total Maintenance Cost</b>	<b>\$359,228.97</b>	<b>\$253,416.00</b>

#### Housekeeping

Salaries (21 staff)	\$597,372.83	\$638,768.00
Overtime Pay	\$55,674.52	\$56,000.00
Shift Premium Pay	\$38,050.61	\$40,000.00
Longevity Pay	\$44,902.36	\$52,138.00
Employer Paid FICA	\$58,430.76	\$52,857.00
Employer Paid Retirement	\$90,371.04	\$72,614.00
Employer Paid Health Insurance	\$105,520.46	\$123,225.00
Worker Comp Pay & Medical expenses	\$46,839.97	\$0.00
<b>Personnel Cost</b>	<b>\$1,037,162.55</b>	<b>\$1,035,602.00</b>
Telephone Service (pagers)	\$1,073.98	\$1,500.00
Cellular Phone Service	\$1,152.34	\$1,533.00
General Supplies (bathroom paper supplies, trash can liners, etc.)	\$7,132.22	\$8,600.00
Janitorial Supplies (cleaning supplies, chemicals, etc.)	\$54,322.36	\$54,400.00
Carpentry & Hardware (minor furniture repairs, etc.)	\$425.00	\$500.00
Food Supplies (coffee, creamer, sugar, cups, etc.)	\$31,648.56	\$24,000.00
Uniforms	\$13,560.91	\$13,500.00
<b>Non-Personnel Cost</b>	<b>\$109,315.37</b>	<b>\$104,033.00</b>
<b>Total Housekeeping Cost</b>	<b>\$1,146,477.92</b>	<b>\$1,139,635.00</b>

#### Landscaping

Salaries (Landscape Gardner)	\$46,071.96	\$46,072.00
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Longevity Pay	\$8,845.80	\$8,846.00
Employer Paid FICA	\$4,344.95	\$4,201.00
Employer Paid Retirement	\$6,743.17	\$5,772.00
Employer Paid Health Insurance	\$4,220.82	\$4,929.00
<b>Personnel Cost</b>	<b>\$70,226.70</b>	<b>\$69,820.00</b>
Telephone Service (pager)	\$134.25	\$187.00
General Supplies (Ribbons/bows)	\$65.93	\$75.00
Carpentry & Hardware (Hardware store purchases)	\$825.57	\$375.00
Other Facility Hardware (Logan purchases - not plants)	\$629.97	\$750.00
Other Material/Supplies (Christmas trees & plants)	\$1,636.13	\$1,800.00
Uniforms	\$542.44	\$500.00
<b>Non-Personnel Cost</b>	<b>\$3,834.29</b>	<b>\$3,687.00</b>
<b>Total Landscaping Cost</b>	<b>\$74,060.99</b>	<b>\$73,507.00</b>
<b>Post Office</b>		
Salaries (2 temporary mail clerks)	\$52,379.21	\$57,031.00
Longevity Pay	\$2,494.80	\$2,737.00
Employer Paid FICA	\$4,358.76	\$4,572.00
Employer Paid Retirement	\$6,737.80	\$6,281.00
Employer Paid Health Insurance	\$8,441.64	\$9,858.00
<b>Personnel Cost</b>	<b>\$74,412.21</b>	<b>\$80,479.00</b>
Maintenance Agreement (Postage Meter)	\$2,356.00	\$2,500.00
Rent/Lease (Postage Meter from Post Office)	\$1,440.00	\$1,540.00
General Office supplies (stamps, etc.)	\$1,563.68	\$1,500.00
<b>Non-Personnel Cost</b>	<b>\$5,359.68</b>	<b>\$5,540.00</b>
<b>Total Post Office Cost</b>	<b>\$79,771.89</b>	<b>\$86,019.00</b>
<b>Telephone Operators</b>		
Salaries (3 temporary telephone operators)	\$17,945.46	\$14,148.00
Overtime Pay	\$1,099.21	\$2,000.00
Employer Paid FICA	\$1,552.58	\$1,082.00
Employer Paid Retirement	\$2,338.43	\$1,487.00
Employer Paid Health Insurance	\$12,662.45	\$14,787.00
<b>Personnel Cost</b>	<b>\$35,598.13</b>	<b>\$33,504.00</b>
<b>Total Telephone Operators Cost</b>	<b>\$35,598.13</b>	<b>\$33,504.00</b>
<b>Grand Total Building &amp; Maintenance</b>	<b>\$3,059,112.42</b>	<b>\$2,697,804.00</b>